



# **State of California Veterinary Medical Board**

## **2006/2007 Strategic Plan**

## **Mission**

The mission of the Veterinary Medical Board (VMB) is to protect consumers and animals through development and maintenance of professional standards, licensing of veterinarians and registered veterinary technicians, and diligent enforcement of the California Veterinary Medicine Practice Act.

## **Vision**

The vision of the California Veterinary Medical Board is that professional, quality veterinary medical care exists for all animals.

## Values and Guiding Principles

### ***Quality Service***

The service provided by the VMB to its consumers, employees and other stakeholders is characterized by:

- Compassion
- Courtesy
- Promptness
- Respect
- Integrity
- Professionalism
- A “willing” attitude
- Easy accessibility
- Exceeding expectations

### ***Communication***

The communications between the VMB and its consumers, employees and other stakeholders is characterized by:

- Openness
- Honesty
- Promptness
- Decisiveness
- Public access

### ***Education***

The VMB values continuous learning for consumers, licensees and staff members that is characterized by:

- Innovation
- Creativity
- Collaboration
- Promptness

### ***Accountability***

The VMB values being accountable to consumers, employees and stakeholders in a way that promotes:

- Ownership
- Responsibility
- Protection of the public trust
- Justice, equity and impartiality in decision-making

## **Strategic Goals**

The VMB has established five strategic goals which provide the framework for furthering its mission.

### ***Goal 1 – Enforcement***

The rights of consumers and the health and safety of their animals are protected from the illegal, negligent, incompetent and unprofessional practice of veterinary medicine.

### ***Goal 2 – Customer Service & Administration***

Consumers, licensees, schools and all other stakeholders receive service in a prompt, courteous, accurate and cost-effective manner.

### ***Goal 3 – Education***

Consumers and licensees are able to make informed decisions regarding the purchase and provision of veterinary medical services.

### ***Goal 4 – Examinations***

Only qualified individuals are licensed as veterinarians or registered veterinary technicians.

### ***Goal 5 – Licensing***

Applicants for initial licensure or renewal receive their licenses promptly without error or unnecessary cost.

## **Enforcement Program**

### ***Goal 1 – Enforcement***

The rights of consumers and the health and safety of their animals are protected from illegal, negligent, incompetent and unprofessional practice of veterinary medicine.

### ***Board Committee Lead Responsibility***

Enforcement Committee

### ***Strategic Objectives:***

- 1.1 By 12/31/2007, improve by 5% processing times for all types of complaints.
- 1.2 By 7/31/2010, reduce by 5% the incidence of unlicensed activity in California.
- 1.3 By 1/31/2009, implement a Code of Conduct for licensees and permit holders.
- 1.4 By 1/31/2009, initiate regulations to further define unprofessional conduct, drug and alcohol abuse and address sexual misconduct.
- 1.5 By 7/31/2010 implement a probation-monitoring program.
- 1.6 By 7/31/2010, reduce the number and frequency of non-compliant hospitals.
- 1.7 By 12/31/2010, complete a study to determine the necessity for equine and food animal minimum standards of practice.
- 1.8 By 12/31/2008, determine (complete a study) the need for the VMB's regulation of animal shelters.
- 1.9 By 1/31/2007, complete a study to identify modalities of animal alternative therapy and the need for regulation thereof.

## **Administrative Program**

### ***Goal 2 – Customer Service and Administration***

Consumers, licensees, schools and all other stakeholders receive service in a prompt, courteous, accurate and cost-effective manner.

### ***Board Committee Lead Responsibility***

Administrative/Budget Committee

Sunset Review Committee

### ***Strategic Objectives***

- 2.1 By 8/31/2006, nominate a CVMB member to the board of AAVSB and NBVME.
- 2.2 By 6/30/2009, complete the sunset review report.
- 2.3 By 12/31/2006, begin implementation of an initiative to improve the delivery of products and services to the VMB's consumers.
- 2.4 By 7/1/2007, provide for the ongoing stability of the VMB fund.

## Education Program

### ***Goal 3 – Education***

Consumers and licensees are able to make informed decisions regarding the purchase and provision of veterinary medical services.

### ***Board Committee Lead Responsibility***

Consumer Education/Newsletter Committee

### ***Strategic Objectives***

- 3.1 By 7/31/2010, enhance and improve current outreach methods.
- 3.2 By 12/31/2007, fully comply with the law regarding provision of information via the VMB's web site.
- 3.3 By 12/31/2006, begin publication of the VMB newsletter no less than two times per year.
- 3.4 By 12/31/2007, Determine (complete a study) the effectiveness of the voluntary identification badge program.

## Examination Program

### ***Goal 4 – Examinations***

Only qualified individuals are licensed as veterinarians or registered veterinary technicians.

### ***Board Committee Lead Responsibility***

Examinations and Licensure Committee

### ***Strategic Objectives***

- 4.1 By 7/31/2009, identify whether there are secure methods to allow for remote item writing.
- 4.2 By 10/31/2007, identify a secure method to allow for computerized CSBE testing.
- 4.3 By 7/31/2007, begin electronically transmitting exam files, statistics and demonstrations between VMB and OER.
- 4.4 By 12/31/2010, complete the practice analysis for the CVME.
- 4.5 By 12/31/2012, complete the practice analysis for the RVT exam.

## Licensing Program

### ***Goal 5 – Licensing***

Applicants for initial licensure or renewal receive their licenses promptly without error or unnecessary cost.

### ***Board Committee Lead Responsibility***

Examinations and Licensure Committee

Continuing Education Committee

### ***Strategic Objectives***

- 5.1 By 6/30/2007, implement the i-Licensing program within VMB.
- 5.2 By 12/31/2010, complete a study to determine whether there is a need for limited licensure in California.
- 5.3 By 12/31/2008, develop provisions for issuing temporary licenses under emergency disaster conditions.
- 5.4 By 12/31/2007, develop and publish materials explaining how to get licensed in California.
- 5.5 By 12/31/2007, begin using 3<sup>rd</sup> party sources for RVT school inspections.
- 5.6 By 12/31/2010, complete a one time, 100% CE audit of all licensees.
- 5.7 By 12/31/2010 increase by 10% the number of CE audits per year.
- 5.8 By 12/31/2009, complete a review of the CE regulations and make recommendations as needed.

## **RVTC Goals and Objectives**

**Goal 1** – The rights of consumers and the health and safety of their animals are protected from the illegal, negligent, incompetent and unprofessional practice of veterinary medicine.

### ***Strategic Objectives***

- 1.1 By 12/31/07, require documentation of successful completion of Radiation Safety Examination by individuals operating radiographic equipment who are not veterinarians or RVTs.
- 1.2 By 3/31/11, increase the number of RVTs in California by 10 percent per year.
- 1.3 By 1/31/09, add a grandfather period for unregistered assistants to become certified and/or review and simplify RVT eligibility requirements.
- 1.4 By 12/31/07, standards exist for practitioners of animal rehabilitation.
- 1.5 By 12/31/08, hospital inspections are doubled.
- 1.6 By 12/31/07, require all members of the veterinary health care team to wear identification that includes name and title.
- 1.7 By 1/1/08, change the composition of VMB to include an RVT.

**Goal 2** – Consumers, licensees, schools and all other stakeholders receive services in an accurate, prompt and cost effective manner.

No new objectives developed for RVT Committee

**Goal 3** – Consumers and licensees are able to make informed decisions regarding the purchase and provisions of veterinary medical services.

### ***Strategic Objectives***

- 3.1 By 10/31/07, update veterinary pamphlet on health care and the website.
- 3.2 By 10/31/07, create a distribution plan for veterinary pamphlet.

**Goal 4** – Only qualified individuals are licensed as veterinarians or registered veterinary technicians.

**Strategic Objectives:**

- 4.1 By 12/31/08, replace CRVT exam with one that meets the needs of the VMB, e.g. national examination.
- 4.2 By 12/31/08, establish an approval process for alternate route programs.
- 4.3 By 1/1/09, allow RVT students enrolled in a qualified program to practice restricted RVT tasks under the supervision of a veterinarian or RVT.
- 4.4 By 7/31/07, double the pool of RVTs and veterinarians involved in the exam process.

**Goal 5** – Applicants for initial licensure or renewal receive their licenses promptly without error or unnecessary cost.

## Commonly Used Acronyms

<b>AAVSB</b>	American Association of Veterinary State Boards
<b>ADA</b>	Americans with Disabilities Act
<b>AG</b>	Attorney General
<b>ALJ</b>	Administrative Law Judge
<b>ATS</b>	Applicant Tracking System
<b>AVMA</b>	American Veterinary Medical Association
<b>BCP</b>	Budget Change Proposal
<b>B &amp; P</b>	Business and Professions Code
<b>CAC</b>	California Administrative Code
<b>CAS</b>	Consumer Affairs System
<b>CBT</b>	Computer Based Testing
<b>CCR</b>	California Code of Regulations
<b>CE</b>	Continuing Education
<b>CGC</b>	California Government Code
<b>COE</b>	Council On Education (AVMA)
<b>CPE</b>	Clinical Proficiency Examination
<b>CPIL</b>	Center for Public Interest Law
<b>CSB</b>	California State Board
<b>CVMA</b>	California Veterinary Medical Association
<b>DAG</b>	Deputy Attorney General
<b>DCA</b>	Department of Consumer Affairs
<b>DEA</b>	Drug Enforcement Administration
<b>ECFVG</b>	Educational Commission for Foreign Veterinary Graduates
<b>ED</b>	Executive Director
<b>EO</b>	Executive Officer
<b>FARB</b>	Federation of Associations of Regulatory Boards
<b>FDA</b>	Food & Drug Administration
<b>NAFTA</b>	North American Free Trade Agreement
<b>NAVLE</b>	North America Veterinary Licensing Examination
<b>NAVTA</b>	National Association of Veterinary Technicians in America
<b>NBME</b>	National Board of Medical Examiners
<b>NBVME</b>	National Board of Veterinary Medical Examiners
<b>OAH</b>	Office of Administrative Hearings
<b>OAL</b>	Office of Administrative Law
<b>OER</b>	Office of Examination Resources
<b>PAVE</b>	Program for the Assessment of Veterinary Education Equivalence
<b>PES</b>	Professional Examination Service
<b>QE</b>	Qualifying Examination
<b>RACE</b>	Registry of Approved Continuing Education
<b>RFP</b>	Request for Proposal
<b>RVT</b>	Registered Veterinary Technician
<b>RVTC</b>	Registered Veterinary Technician Committee
<b>SAM</b>	State Administrative Manual
<b>VCSA</b>	Veterinary Clinical Skills Assessment
<b>VIVA</b>	Veterinary Information Verifying Agency
<b>VMA's</b>	Veterinary Medical Associations
<b>VMB</b>	Veterinary Medical Board
<b>VTNE</b>	Veterinary Technician National Exam
<b>VTTC</b>	Veterinary Technician Testing Committee